

INFORMATIONAL LETTER NO. 2069-MC-FFS

DATE: November 26, 2019

TO: All Iowa Medicaid Providers, excluding Individual Consumer Directed Attendant Care (I-CDAC)

APPLIES TO: Managed Care (MC), Fee-for-Service (FFS)

FROM: Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

RE: Reminder: Mandatory Electronic Billing Requirements

EFFECTIVE: Immediately

On August 1, 2019, the IME implemented a **mandatory** electronic billing requirement for all Medicaid enrolled providers.

This mandatory requirement excludes I-CDAC providers, and will be implemented for Medicaid enrolled dental providers starting February 1, 2020.

Details of these requirements were announced in Informational Letters [2003-MC-FFS](#)¹ and [2022-MC-FFS-D](#)². The electronic billing requirement also was discussed during the IME's annual provider training sessions held in May 2019.

Additionally, the IME has created a web page with [Electronic Billing Tips and FAQ](#)³ to assist providers.

The IME and the Managed Care Organizations (MCOs) continue to receive paper claims for FFS and MCO claims. The IME and the MCOs are no longer processing paper claims. Providers must submit claims electronically going forward.

¹ https://dhs.iowa.gov/sites/default/files/2003-MC-FFS_Provider_Preparation_for_Future_Electronic_Billing_Requirement.pdf?061020191347

² https://dhs.iowa.gov/sites/default/files/2022-MC-FFS-D_Mandatory_Electronic_Billing_Requirements.pdf?112020191635

³ <https://dhs.iowa.gov/ime/providers/claims-and-billing/electronic-billing>

If you have questions, please reach out to IME Provider Services or the MCO:

IME Provider Services:

- Provider email: imeproviderservices@dhs.state.ia.us.
- Provider Services: 1-800-338-7909

Amerigroup Iowa, Inc. Provider Services:

- Provider Portal (for electronic claims submission): www.Availity.com
- Website: <https://providers.amerigroup.com/ia/Pages/ia.aspx>
- Provider Services: 1-800-454-3730

Iowa Total Care Provider Services:

- Secure provider web portal for claim submission: www.iowatotalcare.com
- Website: <https://www.iowatotalcare.com/providers.html>
- Provider Services: 1-833-404-1061